



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY

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June 9, 2005

SENT BY E-Mail, and
First Class U.S. Mail

Cheryl M. Kimball, Esq.
Keegan, Werlin & Pabian, LLP
265 Franklin Street
Boston, MA 02110

Re: Commonwealth Electric Company, D.T.E. 05-19

Dear Ms. Kimball:

Enclosed is the fourth set of information requests by the Department of Telecommunications and Energy to Commonwealth Electric Company regarding the above-captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., June 23, 2005.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel
Hearing Officer

Enc.
cc: Service List
Mary Cottrell, Secretary

FOURTH SET OF INFORMATION REQUEST OF
THE DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY TO
COMMONWEALTH ELECTRIC COMPANY

Pursuant to 220 C.M.R. 1.06(6)(c), the Department of Telecommunications and Energy (“Department”) hereby submits to Commonwealth Electric Company (“Commonwealth” or “Company”) the following information request(s) with respect to the March 1, 2005 Service Quality (“SQ”) Report, D.T.E. 05-19.

Requests

- DTE 4-1 Referring to the Company’s response to DTE 1-5 and DTE 1-9, the Department notes differences between the customers served provided at the Company level, the sum of customers served at circuit level, and the sum of customers served provided at a town level, and the customers served provided in the Company’s FERC Form-1. With regard to these differences, please:
- (a) explain the reason for the differences in the customer served at these various levels described above;
 - (b) explain the source and the reason for using the customer served number used to calculate SAID and SAIFI at a Company level; and
 - (c) explain how often the Company updates and how it tracks its customer information for the various levels indicated above.